

**NADM assists senior Information Technology leaders to**

- ✓ **Improve their organization's performance, and**
- ✓ **Articulate the IT organization's value proposition to its customers.**

Engagements are typically triggered by client statements like these:

- "I know I have a problem with *x*. I need help to decide what to do about it and define the size of the opportunity."
- "I need to understand how we are performing compared to others."
- "Our business units don't understand our value proposition."

**NADM Consulting Corp.**

39 Old Mill Road, Suite 303  
Toronto, ON  
M8X 1G6  
Canada

Phone +1 416 233-2251

Fax +1 416 233-7499

[Greig.Holder@NADMconsulting.com](mailto:Greig.Holder@NADMconsulting.com)

**NADM**

NADM Consulting Corp.

*Performance improvement  
advisors to senior IT leaders*

# NADM Services

At the heart of everything we do are understanding processes and measurement and communication of performance.

## STRATEGY ARTICULATION AND MEASUREMENT

The goal is to document the strategy used by the IT organization or unit in delivering its services. This includes defining the appropriate measures, developing a tracking mechanism and deciding on a communication plan.

We use the principles of the Balanced Scorecard to develop a custom strategy map for use in telling the organization's "story". This is typically done in a two- or three-day instructor-lead workshop.

## PROCESS ASSESSMENT, IMPROVEMENT, REDESIGN

The goal is to improve efficiency and quality of IT processes, such as application development or operations.

These engagements typically involve:

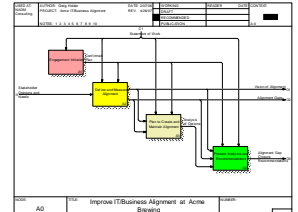
- Assessment** – Structured measurement using reference models and comparison to benchmarks. Development of as-is process models may be appropriate. Often a business case for change is done.
- Improvement** using Lean Six Sigma principles and techniques. Develop to-be process models and related documentation.
- Change deployment planning** – Develop implementation and communication plans.

## EXAMPLE COMPLEMENTARY SERVICES

- Employee and Customer Surveys** – Understand attitudes and issues – Used to guide strategy and process initiatives
- Business Case Development** – Financial and non-financial analysis of issues, alternatives and recommendations – Communication planning
- Project Remediation** – Fixing troubled projects
- Interim Management** – Provision of skilled managers to help the client organization during a transition

# Skills and Techniques

- Strategy Mapping and Balanced Scorecard Development
- Process Modelling and Documentation
  - IDEF0 and traditional cross-functional flowcharting
- Baseline Measurement and Benchmarking
  - Application Development and Maintenance
  - IT Infrastructure Management and Operation
- Process Improvement
  - Lean Six Sigma
- Frameworks
  - ITIL and ISO20000
  - CMMI
  - ASL
  - COBIT
  - PMBOK
- Change Management
  - Business Case Development
  - Facilitation
- General Management



## Why work with NADM?

We don't pretend to be smarter than our clients. Our clients run successful businesses. They bring us in because we are experienced, knowledgeable, and have the ability to focus on problems and solutions.

We spend a lot of time learning and researching. Client organizations are often too busy running the business to develop skills NADM can provide.

